



DO YOU HAVE THE ABILITY TO POWER OUR TEAM?

The Human Resources Manager for Talent Acquisition and Employee Engagement is responsible for overseeing all aspects of the recruitment and talent acquisition process within the organization. This role involves developing and implementing effective recruitment strategies, managing the recruitment team, and ensuring the organization attracts and hires top talent.

MANAGER – RECOVERY CALL CENTER

Job Role

- › Lead, motivate, and manage a team of recovery call center agents to achieve performance targets and deliver exceptional customer service.
- › Manage the budget for the recovery call center, ensuring efficient allocation of resources to meet performance targets.
- › Coordinate & maintain good working relations with all relevant external parties.
- › Conduct regular performance reviews, provide constructive feedback, and implement training programs to enhance team skills.

The Person

- › Around 6-7 years of experience in the Recovery field, preferably in a bank or finance company, with a focus on customer service/ Call Center-related roles.
- › Equivalent combination of education and experience will be an added advantage.
- › Good knowledge of advanced excel
- › Good command of Sinhala and Tamil and/or English languages
- › Familiar with mis reports

If you are willing to take up the challenge, forward your resume via e-mail OR by post within 10 days of this advertisement along with the details of two non-related referees, to the address stated below or to hr2@hnbfinance.lk

Please indicate the post applied for on the top left-hand corner of the envelope or in the subject line of your e-mail.

DGM- Human Resources / CHRO
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